
List of tables

Table 1	
PCPO printout format	34
Table 2	
Report Control Settings	40
Table 3	
Periodic management report format (X11 Release 9)	43
Table 4	
Periodic management report format (X11 Release 10)	44
Table 5	
Periodic management report format (X11 Release 12)	45
Table 6	
Periodic management report format (X11 Release 16)	46
Table 7	
Periodic management reports (X11 Release 16) (call treatment changed in report period)	47
Table 8	
Periodic management report format (X11 Release 17)	49
Table 9	
Periodic management report format (X11 Release 18)	51
Table 10	
Report 1: Agent Group Report field descriptions	54
Table 11	
Report 2: CDN header format	58

Table 12	
Report 2: CDN appendix	58
Table 13	
Report 2: IVR header format	60
Table 14	
Report 2: IVR appendix	60
Table 15	
Report 2: Queue Report field descriptions	63
Table 16	
Report 3: Trunk Routes Report field descriptions	66
Table 17	
Report 4: Position Report field descriptions	68
Table 18	
Ongoing Status Display format	71
Table 19	
Ongoing Status Display field descriptions	73
Table 20	
CCR Ongoing Status Display field descriptions	74
Table 21	
CCR Ongoing Status Display field description for CCR CDN (5555)	75
Table 22	
Report 4: Short Report	75
Table 23	
Enhancements to Report 1: Agent Group Report added field description	77
Table 24	
Enhancements to Report 3: Trunk Routes Report, modified field description	78
Table 25	
Enhancements to Report 4: Position Report added field description	79

Table 26	
Format of a typical periodic totals report (X11 Release 9)	81
Table 27	
Format of a typical periodic totals report (X11 Release 10)	82
Table 28	
Format of a typical periodic totals report (X11 Release 12)	82
Table 29	
Format of a typical periodic totals report (X11 Release 16)	84
Table 30	
Format of a typical periodic report (X11 Release 17)	85